

Discussing Identity, Power, and Privilege

How the Language We Use Shapes the Message Received

**Columbus Public Health
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THE OHIO STATE UNIVERSITY

KIRWAN INSTITUTE FOR THE
STUDY OF RACE AND ETHNICITY

Key Points



- Building community relationships is vital to ensuring healthy communities
- Understanding how health manifests in diverse communities is key to good health care coordination

Key Points



- Providing a safe and healthy platform for discussions of racial disparities requires changes to patient-caregiver engagement
- Overcoming communication challenges requires structural and personal change

Agenda

- Introduction
- Public Health & Community Relationships
- Talking About Health: Providers and Diverse Communities
 - *Cultural Humility: People, Principles and Practices (7min)*
- Talking About Race: Providing An Authentic Ear
 - *How Racism Makes Us Sick (10 min)*
- Strategies & Practices
- Group Exercise and Discussion

Public Health & Community Relationships

Public Health & Community Relationships

- ✓ Understanding Community Challenges
- ✓ Building Trust
- ✓ Supporting Health Autonomy



Language and Culture



Vocabulary

“Our primary function is to create quality opportunity structures to traditionally marginalized populations.”

Stories

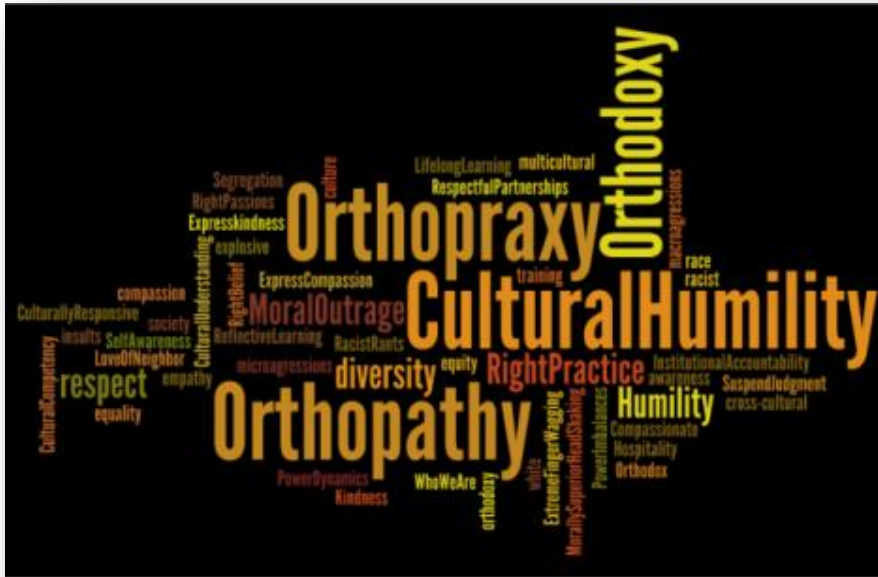
“The problem is that all of these kids around here have nothing better to do than to get into trouble!”

Metaphors

***“Thugs” “warzone”
“aggressive” “new people”
“renters with no stake”
“pioneers”***

Talking About Health

Cultural Humility



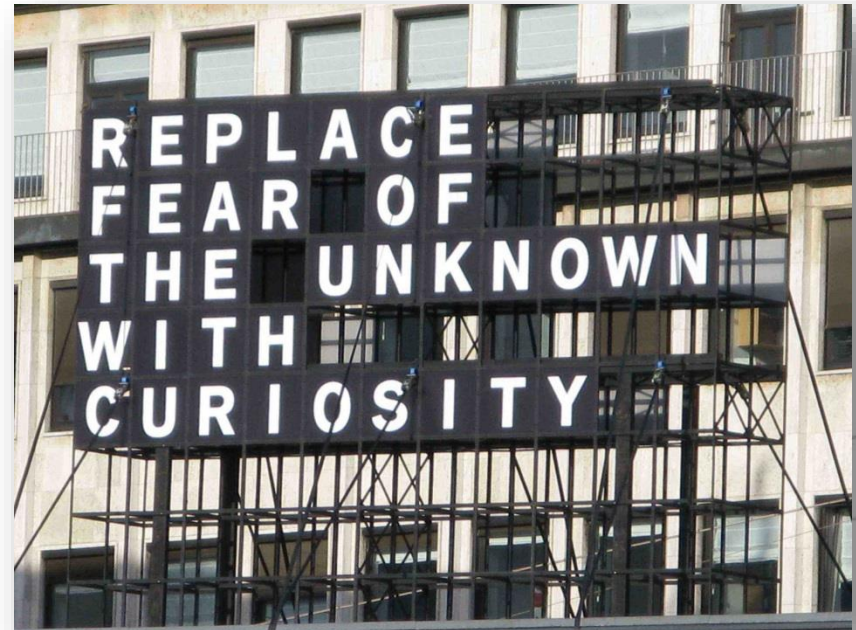
<https://youtu.be/Mbu8bvKbU?t=3m30s>

- Lifelong Learning and Critical Self-Reflection
- Understand and Mitigate Power Imbalances in Community Dynamics
- Model Cultural Humility in Institutional Norms and Culture

Tervalon, Melanie, Jann Murray-Garcia. "Cultural Humility Versus Cultural Competence: A Critical Distinction in Defining Physician Training Outcomes in Multicultural Education" The John Hopkins University Press. 1998

Lifelong Learning from Clients

- ✓ **DO** ask open ended questions
- ✓ **DO** use layman's terms
- ✓ **DO** invite clarification
- ✓ **DO** experiment with a variety of communication methods
- ✓ **DON'T** approach it like an exam



Mitigating Power Dynamics



<https://www.youtube.com/watch?v=leYl6A3LGhA>

- ✓ **DO** provide transparency
- ✓ **DO** encourage cooperation and autonomy
- ✓ **DO** share your story
- ✓ **DO** listen and reflect
- ✓ **DON'T** ignore the elephant in the room!

Talking About Race

Talking About Race

Understanding Diverse Experiences

- Experiences in Social Determinants of Health
- Racial Stress
 - “John Henryism”
- Scarcity and Lack of Mental Bandwidth

Experiencing Health Inequity

Social Determinants of Health: Walking A Mile In Their Shoes



<https://www.youtube.com/watch?v=2ectXdlo2Gs>

Experiencing Health Inequity

Social Determinants of Health: Walking A Mile In Their Shoes

- Finding Appropriate Nutrients
- Difficulty Sticking to Long-Term Health Programs
 - Unpredictable Working Conditions
 - Fatigue
 - Scarcity Mindset
- Lack of Places to Exercise
- Lacking in Support System

“They’re killing the community when they built the freeway”

“A lack of fresh fruits & veggies in the neighborhood”

“Doctors are sending people across town to get to a doctor”

Collected quotes from Columbus residents

Experiencing Health Inequity

The Effects of Racial Stress on Minority Health Outcomes



David R. Williams- “How Racism Makes Us Sick”

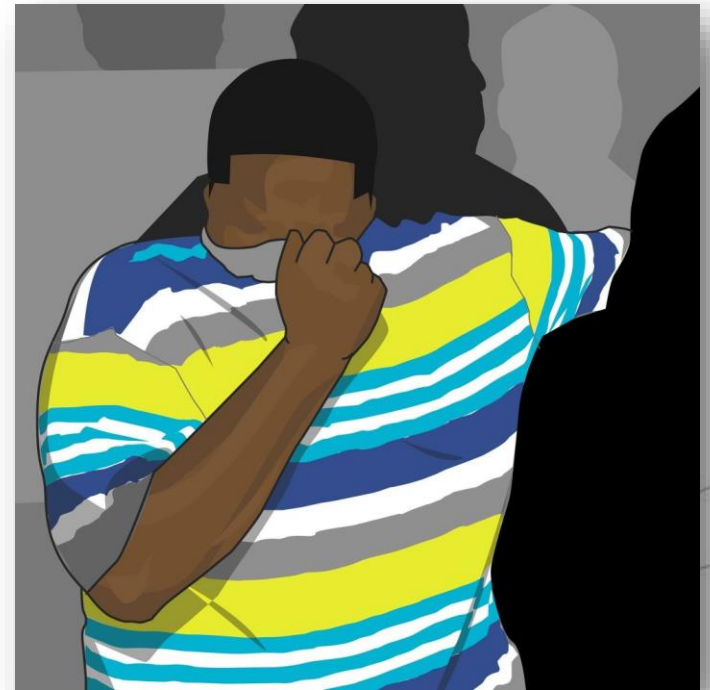
https://www.youtube.com/watch?v=VzyjDR_AWzE

Experiencing Health Inequity

The Effects of Prejudice, Discrimination, and Stressors Related to Race

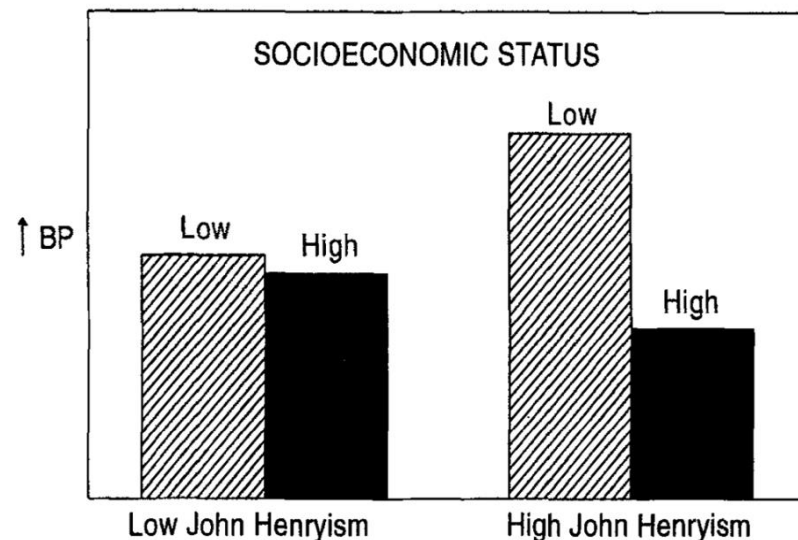
Intense emotional reactions:

- Anger
 - Anxiety
 - Depression
 - Helplessness-Hopelessness
 - Isolation
 - Paranoia
 - Sadness
 - Self-blame
- ### Health Concerns:
- Heart Disease
 - Hypertension
 - Muscle Tension



John Henryism

- John Henry: The Steel-Driving Man
- “John Henryism” is a strong behavioral predisposition to confront daily psychosocial stressors in an active and effortful manner.
- High John Henryism and Low SES → Poor Health Outcomes



“Listening” About Race

Being A Friendly and Open Ear

- ✓ Active Listening
- ✓ Person-Centered Therapy
- ✓ Narrative Therapeutic Inquiry
 - Cultural Storytelling Traditions
- ✓ Trauma-Informed Techniques
- ✓ Co-Learning



Uncomfortability and Race

Signs of Fragility and Discomfort Regarding Race

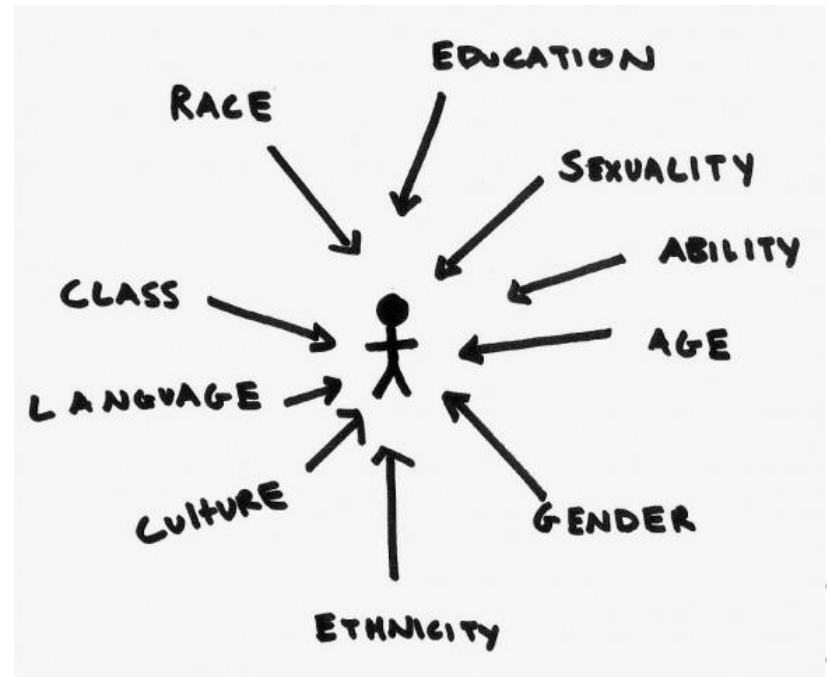
- Anger
- Fear
- Guilt
- Avoidance
- Argumentative
- “I don’t know what to say”



Uncomfortability and Race

Positionality, Privilege, and Experience

Where you are in relation to the basket can give you a completely different experience!



Uncomfortability and Race

Micro-aggressions

Even if you're not aware of your own biases, they may manifest toward others as forms of micro-aggressions.

Less Smiling

More Speech Errors

Less Visual Contact

**More Speech
Hesitations**

Less Speaking Time

More Blinking

Strategies & Recommendations

Practicing Cultural Humility

Practicing Cultural Humility

*A*sk questions in a humble, safe manner

*S*eek Self-Awareness

*S*uspend Judgment

*E*xpress kindness and compassion

*S*upport a safe and welcoming environment

*S*tart where the patient is at

- Lisa Boesen



Understanding Ourselves



Six weeks of practicing loving kindness meditation aimed at increasing empathy toward Homeless & Black people was shown to decrease levels of unfavorable implicit bias.

Lifelong Learning and Listening

Intergroup Contact Theory

- Equal status within the contact situation
- Intergroup cooperation
- Common goals



Allport, G. W. (1954). *The Nature of Prejudice*. Cambridge, MA: Addison-Wesley.
Peruche, B. M., & Plant, E. A. (2006). The Correlates of Law Enforcement Officers' Automatic and Controlled Race-Based Responses to Criminal Suspects. *Basic and Applied Social Psychology*, 28(2), 193-199.

Organizational Norms and Rules

- ✓ Championing
- ✓ Informal Norms
- ✓ Smart Experiments
- ✓ Top-Down Changes

How to
Effectively
Implement
**Organizational
Change**



Thank You & Questions



CIVIC ENGAGEMENT: A TRANSFORMATIVE GUIDE

Home • Research • Civic Engagement: A Transformative Guide



OLDER

NEWER



MAY 23, 2016 2016, CIVIC ENGAGEMENT, OPPORTUNITY COMMUNITIES

Civic engagement is more than just a set of practices; it is also a set of conditions. The civic engagement environment is not only informed by what we practice, but by how we are positioned in our communities. This environment exists in the interconnection of our community and individual lives. How we practice civic engagement is tied to our access to resources and opportunities, which is dependent upon the (perceived and intended) motivations behind issue-specific public engagements.

Historically, people of color and low-income residents (and many others), have often not been invited to speak, assemble and associate in an authentic way. Their gifts have gone unappreciated.

In this guide, author **Kip Holley** shows how to transform the civic environment, from one of exclusion and mistrust to one of hope and endless possibility. Pulling from several case studies and real-world examples, *The Principles for Equitable and Inclusive Civic Engagement* provides a roadmap for communities that wish to spark real, transformative change.

DOWNLOAD OR VIEW THE FULL GUIDE

<http://kirwaninstitute.osu.edu/my-product/civic-engagement-a-transformative-guide/>

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Experiences for Practice

Setting the Stage

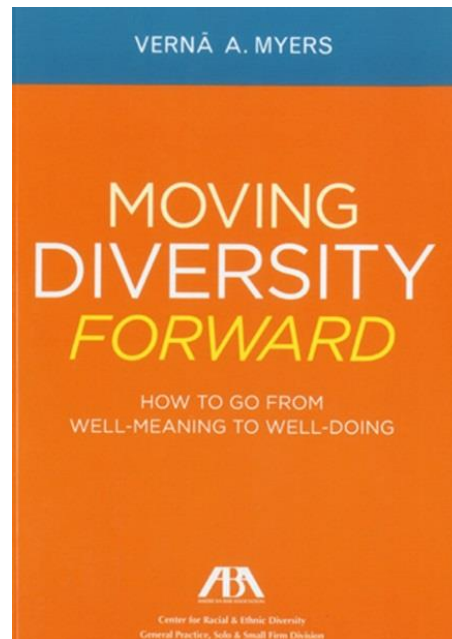
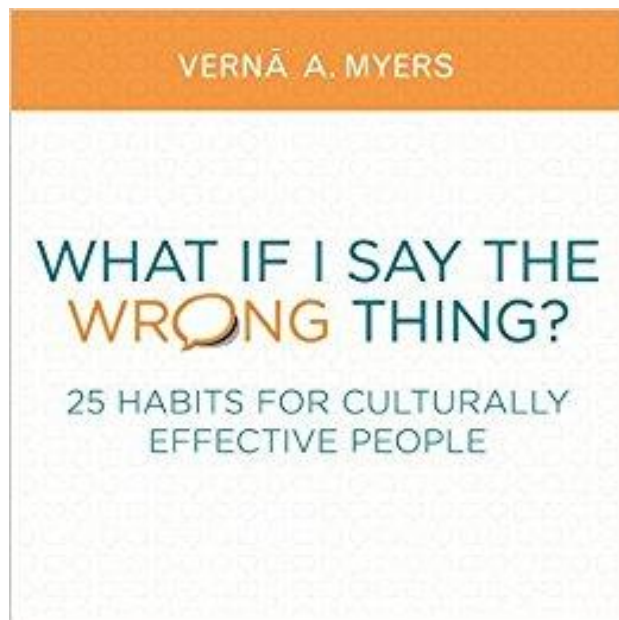
A grayscale illustration showing the silhouettes of six people in various poses, suggesting a group discussion. Three white speech bubbles are positioned above the figures, indicating active conversation. The background is a light gray with a subtle grid pattern.

This is a discussion where all conversation, all viewpoints are appreciated.

Scenarios

- What are some primary challenges related to communication and difference in the scenario?
- Name two or three general recommendations that you believe would help repair these relationships?
- What lessons will you be able to take away from this exercise about the role of language in healthcare in diverse communities?

Further Reading



Melanie Tervalon
Physician | Consultant | Co-author
"Cultural Humility vs. Cultural Competence"

